

# KEYNOTER

Boise State University Association of Office Professionals – BSUAOP

## PRESIDENT'S MESSAGE



I think January and February are hard months. It's cold, often overcast, and sometimes precipitating. The holidays are over and, though we have a day in each month off, Martin Luther King Jr. Day and President's Day are just



not as festive as the December holiday celebrations. In

January, we tend to become very busy very quickly with the return of students and faculty and, by February, we're starting to prepare for the next fiscal year. During this time, it can be hard to see the light at the end of the tunnel.

This year I found myself with an additional challenge. Near the end of January, I adopted a dog from the Idaho Humane Society. I fell for Keisha hard and fast! As a seven year old black lab mix she loves to play, but is mellow when not actively engaged. And when she's playing, she has a superb grin! I thought – and still think – that she's the perfect temperament for my life: ready for hiking and playing, but also willing to relax and laze about my small home.

As those of you who have had adopted animals know, it's a guessing game as to what their previous lives were like and their quirks will appear seemingly out of thin air. Keisha turned out to be what dog behaviorists call a "Velcro dog." She's very pack driven and she likes to be with her

Continued on page 8

## APRIL/MAY 2015

### In this issue:

President's Message	1	February Brown Bag Lunch Review	11
March Brown Bag Lunch Review	2	IAEOP Administrator of the Year	12
IAEOP Information	3	New Skillsoft 24x7 Titles	14
Focus on Members	4	Email Etiquette	15
Bosses Breakfast	6	AOP Purpose	16
BSUAOP Office Professional of the Year Nominations	9	Membership	17
Free Training Opportunities	10	PSP Standards	18
		List & Calendar of Events	19

## BSUAOP OFFICERS

### President:

Danya Lusk  
426-1687  
College of Health Sciences,  
Administration  
[danyalusk@boisestate.edu](mailto:danyalusk@boisestate.edu)

### President-Elect:

Vacant  
*Interested in this position?*  
Contact Danya Lusk  
426-1687  
[danyalusk@boisestate.edu](mailto:danyalusk@boisestate.edu)

### Vice President:

Rene' Delaney  
426-5641  
Campus Recreation  
[rdelaney@boisestate.edu](mailto:rdelaney@boisestate.edu)

### Secretary:

Gay Barzee  
426-1843  
Educational Talent Search—  
Upward Bound/COE  
[gbarzee@boisestate.edu](mailto:gbarzee@boisestate.edu)

### Treasurer:

Vacant  
*Interested in this position?*  
Contact Danya Lusk  
426-1687  
[danyalusk@boisestate.edu](mailto:danyalusk@boisestate.edu)

### Past President:

Leslie Black  
426-5776  
College of Health Sciences  
[lblack@boisestate.edu](mailto:lblack@boisestate.edu)

## March Brown Bag Lunch Women's History Month By Rene' Delaney

BSUAOP members and members of the campus community were treated to a presentation titled "Mary Hallock Foote: Novelist and Artist." Idaho Humanities Council speaker Janet Worthington made Foote come alive as she delightfully recounted her life experiences all while wearing period costume.



Mary Hallock Foote was one of Boise's most famous early residents. She is best known for her illustrated short stories, novels and illustrations. Her illustrations for such classic writers as Louisa May Alcott, Henry Wadsworth Longfellow, Nathaniel Hawthorne and Bret Harte, as well as her novels, demonstrate her talents for transporting her audience into her life in the old West.

When Mary was 17 she moved to New York City to pursue her dream of becoming an artist. As unusual as it was for a woman to have an education it was very unusual for a woman to have a career and be on her own. She met many wonderful and exciting people and loved the life that she had made in New York. Her talent and hard work was recognized and she was soon sought after for her work.

In 1876 she met and fell in love with Arthur Foote and as any good wife of the times would do followed him across the country to the West. She missed her friends and family in the East but did what she could to support her husband and growing family, literally. The family lived off of the money Mary earned selling her stories and illustrations while Arthur pursued his dreams of being an engineer.

Worthington, as Mary Hallock Foote, greeted each audience member as a long-lost friend and welcomed them as if she were inviting them into the parlor of her home located in what is now a small park next to the Lucky Peak Dam. The home was built from materials found in the Boise Canyon. The two foot-thick walls were made almost entirely of lava rocks. These walls kept the house toasty warm in the winter months and cool in the hot summer months.

Continued on page 7

## STANDING COMMITTEES

### Website

Twyla Perkins

[twylaperkins@boisestate.edu](mailto:twylaperkins@boisestate.edu)

### Scholarships & Awards

Sue Antonich

[sueantonich@boisestate.edu](mailto:sueantonich@boisestate.edu)

### Nominations

Leslie Black

[lblack@boisestate.edu](mailto:lblack@boisestate.edu)

### PSP

#### Representative

Lois Santillanes

[lsanti@cableone.net](mailto:lsanti@cableone.net)

### Ways & Means

Leslie Black

[lblack@boisestate.edu](mailto:lblack@boisestate.edu)

### Holiday Auction

Leslie Black

[lblack@boisestate.edu](mailto:lblack@boisestate.edu)

### Keynoter Editor

Shelly Doty

[sdoty@boisestate.edu](mailto:sdoty@boisestate.edu)

### ACE

#### Representative

Michelle Marler

[michellemarler@boisestate.edu](mailto:michellemarler@boisestate.edu)

### Historian

Anita Lasher

[anitalasher@boisestate.edu](mailto:anitalasher@boisestate.edu)

### Auditor

Guen Johnson

[gjohnson@boisestate.edu](mailto:gjohnson@boisestate.edu)

## Idaho Association of Educational Office Professionals 43rd Annual Conference

April 23-25, 2015

Riverside Hotel

Boise, Idaho

Leslie Black—Conference Chair

Check out the IAEOP website to for more information and  
registration

<http://www.idahoaeop.org/conference-information.html>

See the conference flyer at:

[http://www.idahoaeop.org/uploads/2/4/1/9/24195585/  
march\\_idaho\\_gem\\_2015.pdf](http://www.idahoaeop.org/uploads/2/4/1/9/24195585/march_idaho_gem_2015.pdf)

See pages 5 and 13 for more information on the conference.

## DID YOU KNOW?

Scholarship funds are obtained through the following resources:

50% of Holiday Auction proceeds

50% of all Ways and Means proceeds

100% of carry over money not used the previous fiscal/academic  
year.

They are then divided into three categories:

80% will be reserved for IAEOP/NAEOP annual conference  
attendance.

10% for Boise State University classes.

10% other training courses/workshops offered by private or  
public training facilities (i.e. SkillPath, Fred Pryor, State of  
Idaho, etc.).

There are other qualifications and guidelines for  
use of the scholarship funds. Get involved with  
BSUAOP and find out how you can learn and  
grow in your career and your personal life!



**FOCUS ON MEMBERS**  
**Rossitta Fleming**



Hello, my name is Rossitta Fleming. I was born and raised in Colombo, Sri Lanka. I speak three languages. I worked at the American Embassy and the United States AID Mission, where I met my husband, Scott Fleming, a US Marine. We have three children. All three of our children currently attend Boise State University. Being a military spouse, I worked in many different states and countries with people of diverse backgrounds and cultures. The experience enriched my life.

Currently, I work as an Administrative Assistant for the Early and Special Education Department. I have been at Boise State since 2002 and have over 10 years of experience in customer service-- working with students and performing an array of administrative duties. I graduated from Boise State University with a Bachelor of Applied Science degree and a minor in Communication. Previously I earned an Associate of Applied Business from Marion Technical College, Ohio.

I enjoy spending time with family, travelling, reading, dancing, and playing tennis. I'm an active member of the Veterans Of Foreign War Ladies Auxiliary and volunteer at the Veteran's Hospital and Food Bank. One of my goals is to complete my Master's degree. I am excited to be a part of BSUAOP and look forward to it. Go Broncos!

**National Association of Educational Office Professionals**  
**81st Annual Conference and Institute**

July 22-25, 2015  
Buffalo, New York

Check out the NAEOP website to for more information and registration  
<http://naeop.org/events/2015-naeop-annual-conference.html>

See the conference flyer at:  
<http://naeop.org/files/conference/Promo%20Flyer.pdf>

If you'd like to go apply for a scholarship. Check out <http://orgs.boisestate.edu/bsuaop/scholarship/>  
for more information or contact Sue Antonich, 426-1996, [sueantonich@boisestate.edu](mailto:sueantonich@boisestate.edu).

## **BSUAOP MEMBER REPRESENTATIVES**

**Membership  
Committee  
Chair**  
Carol Nickel

---

### **A-L & Emeriti:**

Carol Nickel  
426-5961  
Extended Studies—eCampus  
[carolnickel@boisestate.edu](mailto:carolnickel@boisestate.edu)

---

### **M-Z:**

Emily Sommer  
426-2531  
Political Science/SSPA  
[emilysommer@boisestate.edu](mailto:emilysommer@boisestate.edu)

---

### **Mentor Program**

Starting a new job is always mindboggling, but wouldn't it have been nice if when you started working at Boise State someone had taken you under their wing and showed you around, and given you tips on where to go for supplies, printing and changes in phone service?

AOP has developed a mentor program for new office professionals. Our member representatives will send welcome letters and offers of mentorship to new office support staff as they are hired to work at Boise State. So let your member rep know of any new employees.

## **Scholarship Deadline Extended for IAEOP Conference in April** **By Danya Lusk**

The annual Idaho Association of Educational Office Professionals (IAEOP) conference is in Boise at the **Riverside Hotel on April 24-25** and I encourage all of you to attend. IAEOP is the statewide association with who Boise State AOP is affiliated.

Information about the conference and on-line registration can be found at: [www.idahoaeop.org](http://www.idahoaeop.org) Click on Events and then Conference Information. The late registration fee has been waived until April 10th!

Registration for the conference is just \$200 for both days which includes all materials, meals for the two days and membership to IAEOP. There is an optional activity on Friday afternoon that costs an extra \$20. You can request financial support from your supervisor to attend this conference. Just print off the information from the website to show them the pertinent workshops that are being offered.

Boise State AOP also offers scholarships to help members attend professional development opportunities like IAEOP. We are fortunate to have a committed board and membership that helps raise funds so that we are able to offer that type of assistance.

Our own Leslie Black has been planning this year's IAEOP conference and she will be installed as President of IAEOP at the Saturday luncheon. Also, Alexis Rowland, business manager for the College of Health Sciences, will be named the IAEOP Administrator of the Year award at the Friday night banquet. I am taking up a kitty for flowers for our Boise State colleagues. All my contact information is listed on page 2.

The conference is on a Friday and Saturday. Typically, with supervisor approval, Friday is considered a Professional Development Day and counted as a regular day worked and Saturday is your own contribution to your professional development.

This conference is a valuable professional development opportunity for an economical price! Check out the information and let me know if you have any questions.



*Want to be involved but don't have the time for an ongoing commitment? Here's your chance to help! We'll be planning the "Create a Department Poster" contest over the summer. We'll need to get a committee together, hash out some rules, possibly work with other groups on campus and figure out the prizes. Once fall hits we'll need to advertise and get participants, judges and simply HAVE FUN!*

*And if you'd like to help out NOW—we're looking for help planning our annual Bosses Breakfast. It's always a blast.*

*Contact Danya Lusk, 426-1687, [danyalusk@boisestate.edu](mailto:danyalusk@boisestate.edu), and let her know if you're interested in becoming part of a committee.*

## BSUAOP BOSSSES BREAKFAST

Mark your calendars now!

You won't want to miss the 2015 Bosses Breakfast – **"The Early Show with Jimmy Fallon,"** from 7:30-9:00 a.m. on May 5 in the Student Union Jordan Ballroom.



Andy Giacomazzi will entertain you as Jimmy Fallon with guest appearances from campus administrators while you treat yourself to a delicious American breakfast of scrambled eggs, bacon, sausage, and fruit.

Registration information will be announced in the Update soon.

**The campus will be buzzing about the show afterwards. Don't miss out!**

**Add the Bosses Breakfast to your calendar today and invite your colleagues.**

Janet Worthington is a writing seminar instructor at the Boise State Center for Professional Development. For more than 30 years, she has been presenting women and girls from history and literature.

Worthington received her B.A. from the University of Chicago, her M.S. from the University of Iowa, and her Ph.D. from Florida State University.



Rene' Delaney  
pictured above

### *Mary Hallock Foote*

#### *Selected works*

- *Led-Horse Claim: A Romance of a Mining Camp* (1883)
- *In Exile and Other Stories* (1894)
- *Coeur d'Alene* (1894)
- *The Prodigal* (1900)
- *The Desert and the Sown* (1902)
- *A Touch of Sun and Other Stories* (1903)
- *Royal Americans* (1910)
- *The Valley Road* (1915)
- *The Ground Swell* (1919)
- [\*A Victorian Gentlewoman in the Far West\*](#) *The Reminiscences of Mary Hallock Foote*, edited by Rodman W. Paul, [ISBN 0-87328-057-1](#) (1972)
- *The Idaho Stories and Far-West Illustrations of Mary Hallock Foote*, edited by Barbara Cragg, Dennis M. Walsh, and Mary Ellen Walsh. (1988)



Janet Worthington  
as  
Mary Hallock Foote

## —KEYNOTER—

### INSTANT NOTIFICATION

---

Do you want to get instant notification each time the Keynoter is published in [ScholarWorks](#)?

Just follow these quick steps.

1. Start at the ScholarWorks page: <http://scholarworks.boisestate.edu> developed through Albertsons Library.
2. Click on University Documents in the middle of the page.
3. Click on Boise State University Association of Office Professionals—Keynoter.
4. Look at the top right of the list for the button that says *Follow*. Click on that button.
5. Click on *Create a free account* and fill out the information requested.

Simple as that!



Continued from page 1—President's Message

likes to be with her human . . . all the time. Due to this personality trait and who knows what else in her past, I quickly learned that Keisha suffers from severe separation anxiety. She howled when I was away and succeeded in chewing at least one bar off her metal crate. She refused to eat any of the chew toys that I stuffed with food and left her until I returned home.

I enrolled in obedience training, discussing her behavior with the trainers, did some research on positive reinforcement training websites, and finally developed a treatment plan. I requested time away from the office so that I could find time to desensitize and counter condition Keisha's phobia of being alone. February was hard. We started with Keisha being alone in one room of the house, while I was in another room. We built up from a few seconds, to a few minutes and finally to a half an hour. The training was tedious and frustrating when she'd whine pitifully and scratch at the door to join me on the other side of the door. She broke my heart with her behavior, but I stayed resolute to the training. When she became too anxious, I went back a few training steps and retried a shorter duration so that Keisha remained calm and comfortable being alone. I felt stuck, tethered to my dog. I felt like I'd never be able to go out of the house again by myself. The dreary Boise skies of February did not help much!

Today I am a proud "puppy" parent. Keisha completed basic obedience training with high marks and she can now stay alone in the house – sans anxiety – for 30 minutes. That may not seem like a lot, but it reflects huge progress in our work. She now devours the treats I leave her, trying to finish them before I return. I've been making audio recordings of her when I leave her alone to track her progress and the only noise she makes, besides slurping up the treats, is an occasional bark to tell a squirrel to get out of her yard. She goes to doggy day care while I'm at work and we enjoy playing fetch and going for walks in the evenings after we return home. The day care staff shows Keisha that she can have fun with other humans. I can finally see the end of the tunnel where we'll have a normal day where Keisha stays home and I can go to work or run errands as needed.

Continued on page 9—President's Message





As I look around me today, with daffodils popping up, trees beginning to bud and bloom, and the now blue skies of Boise, I'm reminded how important hope and positive thinking can be for one's mood, perseverance, dedication, and endeavors. Though I feel like I've re-entered the light, having been in a dark place, I realize that my dedication to Keisha and my perseverance in our training helped both of us survive our difficulties and work together.

I hope that each of you will search for the light in your life, take joy in the small things – like a flower blooming or a dog's smile – and strengthen your will to persevere through the inevitable darker times that occur in our lives. I will attest that the former makes the latter a little easier and very worth it.

## **Deadline Extended for Nominations**

### **Boise State University Association of Office Professionals**

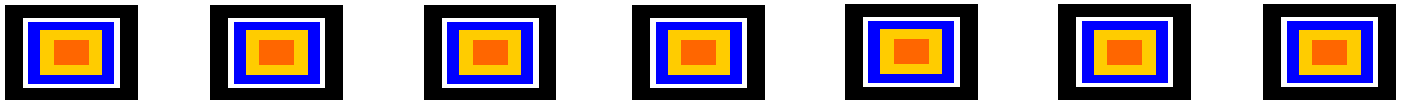
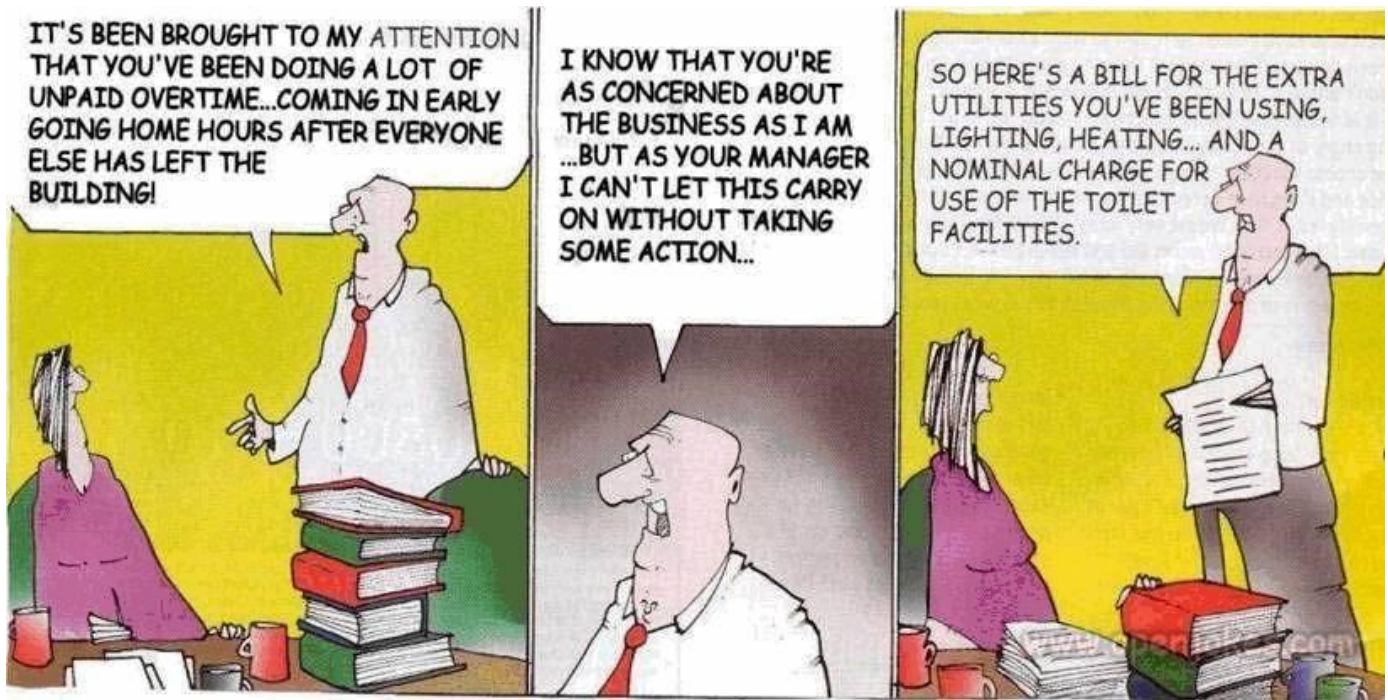
Calls for award nominations for our organization

- \* [Office Professional of the Year](#)
- \* [Administrator of the Year](#)

Both the Office Professional of the Year and the Administrator of the Year award nominations for our local organization are due by April 23rd. Send questions and the completed nomination forms to Sue Antonich, Boise State AOP Awards Chair, [sueantonich@boisestate.edu](mailto:sueantonich@boisestate.edu), Radiologic Sciences, School of Allied Health Sciences, 426-1996, Fax 208-426-4459, MS 1845.

You can find more information on these awards at: <http://orgs.boisestate.edu/bsuaop/awards/>.

In both categories the winners will be announced at the Bosses Breakfast in May and will automatically be nominated for the 2016 IAEOP Office Professional and Administrator of the Year awards.



**Want to learn more about leadership and management  
but can't afford classes right now?**

Check out some of the free sites listed below to gain useful knowledge that can help you in your career.

- Mind Tools <http://www.mindtools.com/>
- [MasterClassManagement.com](http://www.masterclassmanagement.com)
- Class Central: <https://www.class-central.com/subject/management-and-leadership>
- Canvas Network: <https://www.canvas.net/?gclid=CJnr4iHx8QCFYdafgodXjwAjA>
- Harvard University: <http://www.harvard.edu/faqs/free-courses>
- Coursera: <https://www.coursera.org/>

### UPCOMING EVENTS

April 14th: Brown Bag Luncheon	May 25th: Memorial Day
April 23-25: IAEOP Conference	July 4th: Independence Day
May 5th: Bosses Breakfast	July 22-25: NAEOP Conference

## Recycling Program

Boise State Environmental Health, Safety, and Sustainability (EHSS), Facilities, Operations and Maintenance and Boise State AOP are working together through a program called [Funding Factory](#) to gather recyclable toner and ink cartridges campus wide.

### Collection locations:

All recycle collection sites or containers in each building on campus.

### What it does:

A portion of the money returned to Boise State supports additional recycling and sustainability initiatives and a portion provides continued funding to Boise State AOP programs.



## February's Brown Bag Review Healthy Heart, Healthy You

By Rene' Delaney

Rhiannon Avery, adjunct professor at Boise State University, asked those that attended the brown bag lunch entitled Healthy Heart, Healthy You on February 10<sup>th</sup> if they thought more women die from heart problems or breast cancer. The answer was heart disease. One in four women die from heart disease compared to one in thirty one that will die from breast cancer. After menopause the numbers jump to one in three that a woman will die from heart disease. Another interesting fact was that more women than men die from "broken heart syndrome." A woman is more likely to die after the loss of a child or spouse than a man is.

Rhiannon had recommendations for maintaining a healthier heart. Although most of these are common sense it was good for the group to be reminded.

- Obviously the earlier you start building good habits, the easier it is to continue and maintain them but it's never too late to start. It doesn't have to be a complete overhaul. Rhiannon suggested identifying one thing to change, taking it one day at a time to include the change then evaluate how that went and try it for another day. Continue with the process until its second nature. This process takes 27-32 days for a behavior change to become habit.
- Smoking harms every organ in the body, but particularly affects the heart by building up plaque in the heart and damages the structure of blood vessels. Try to stop smoking less if you can't stop completely.
- Manage stress by having "me time". Go for a walk, read a book or whatever it is that takes your mind off of the worries of the rest of the world. Even deep breathing can relieve stress.
- Rhiannon stressed that moving is one of the best things for your body. Walking 30 minutes 2-3 times a week is much better than not walking at all.
- Get plenty of sleep. Your body needs sleep to rejuvenate and relax.
- Remember that bad habits weren't learned in a day so don't give up if you have trouble trying to unlearn them in a day or two.



## Idaho Association of Educational Office Professionals (IAEOP)

### Administrator of the Year: Alexis Rowland

by Danya Lusk

Boise State employee Alexis Rowland will receive the Idaho Association of Educational Office Professionals (IAEOP) Administrator of the Year award during the annual IAEOP conference on April 23 during the conference Awards Banquet Friday night.

Alexis is currently the business manager for the College of Health Sciences. She began at Boise State in the summer of 2007 as the management assistant for the School of Nursing. She worked previously at the University of California, Los Angeles for 17 years in various human resources positions including payroll, system support, training and special projects, and academic personnel manager.

Alexis is an advocate for staff, encouraging them to attend professional development activities and arranging for financial support for professional development opportunities. Administrators and staff alike consistently turn to Alexis for advice. Alexis earned the Boise State College of Health Sciences Excellence in Staff Service Award in 2010 for her outstanding service to the college.

"The College of Health Sciences has experienced tremendous growth in the past five years which has benefited Boise State students, regional health professionals and the state of Idaho. Many hard working people have been involved with the work that has been necessary to be successful in this endeavor. Alexis Rowland has been critical in this effort," states Tim Dunnagan, dean of the College of Health Sciences. "She does her work with a positive atti-



tude and a wonderful demeanor. Employees such as Alexis are the reason why the College of Health Sciences is successful. She is to be commended for her contributions."

Congratulations Alexis!

## IAEOP Conference—April 23-25, 2015—Boise—Riverside Hotel

Think conferences are boring, not worthwhile, or "fluff"? Well, you haven't been to an IAEOP conference! Check out these award winning Boise State faculty who will be presenting at the Idaho Association of Educational Office Professionals conference in April:

**Heidi Reeder Ph.D.** is the author of *Commit to Win: How to Harness the Four Elements of Commitment to Reach Your Goals* (Hudson Street Press/Penguin) and an associate professor at Boise State University. She is also a Carnegie Foundation Idaho Professor of the Year. She blogs for Psychology Today and has been featured on Life and Style and The Today Show. Reeder has authored articles for leading communication and social psychology journals and provides keynotes and workshops for professional organizations, including Citi Credit Cards, the Wyakin Warrior Foundation, Bank of the Cascades, and DirectTV. As the owner of SuccessTracks, Reeder's mission is to help teams and individuals communicate with confidence and authenticity and to maximize their personal and professional success. Heidi will be facilitating a general session workshop on "How to Say No."

**Dr. Cynthia (Cindy) Clark** is an award winning professor in the School of Nursing at Boise State University and the Founder of **Civility Matters®**. She is the recipient of numerous teaching, research, and service awards including the 2011 and 2012 Most Inspirational Professor Award, the 2011 National League for Nursing Excellence in Educational Research Award, the 2013 *Journal of Nursing Education* (JNE) Christine A. Tanner Scholarly Writing Award, and the 2013 Boise State College of Health Science Excellence in Research Award. Her book, *Creating and Sustaining Civility in Nursing Education*, received the 2013 *American Journal of Nursing* Book of the Year award for Professional Issues in Nursing—a must read for all educators and practitioners. Cindy has a web page at this address: [Civility Matters](http://www.civilitymatters.com). Cindy will be facilitating a workshop option "Creating Healthy Workplaces Powered by Civility and Teamwork".

Additionally there will be workshops on personal finance, smart phone "smarts", getting the most out of Google Apps, and a couple of keynote speakers - one a nationally renowned storyteller. This conference is for anyone who works in an educational office so plan to attend and invite a co-worker to come with you.

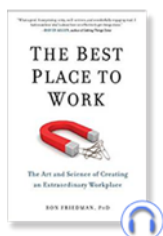
The conference is April 24th and 25th at the Riverside Hotel in Boise. Registration is only \$175 for two days of professional development. Room rates are very reasonable at \$83 per night (+applicable taxes). You can't get a better bargain anywhere! Come see what it is all about and get a new mind set about conferences. This one will be AWESOME!

Check out the conference information at: <http://www.idahoaeop.org/conference-information.html>



## Check out some of the new titles available for Boise State staff through Skillsoft Books24x7

*Learning opportunities provided by Boise State University, Human Resource Services, Employee Learning and Development*



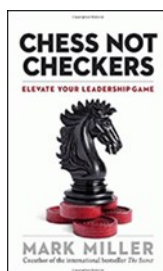
### [The Best Place to Work: The Art and Science of Creating an Extraordinary Workplace](#) by Ron Friedman

This audio edition shows leaders at every level how they can use scientifically-proven techniques to promote smarter thinking, greater innovation, and stronger performance.



### [Business Process Standardization: A Multi-Methodological Analysis of Drivers and Consequences](#) by Björn Münstermann (ed)

For researchers, practitioners, managers, and students, this book provides insight into the procedures and best practices that enable organizations to maximize compatibility, interoperability, and quality in their products and processes, allowing for more efficient and cost-effective business models.



### [Chess Not Checkers: Elevate Your Leadership Game](#) by Mark Miller

Based around a business fable of Blake Brown, newly appointed CEO of a company troubled by poor performance and low morale, this book presents four essential strategies from the game of chess that can transform your leadership and your organization.



### [Collins Business Secrets: Dealing With Difficult People](#) by David Brown

Presenting the tricks that experts and top professionals use to overcome difficult people, this quick, easy guide explains: how to understand the different types of troublemakers; how to stay calm and firm when others can't; how to deal with difficult bosses, direct reports, or colleagues; how to create productive relationships with people you don't like; and more.



### [Doing Business Safely in China](#) by Francisco Soler

Allowing foreign investors in China to reduce the uncertainties that are inherent in a country that is so different from their own, this book will help facilitate trade and investment between China and other countries.

*Need to brush up on email etiquette? Check out the tips from [NetManners.com](http://NetManners.com).*

### *101 Email Etiquette Tips*

*Here's just a few tips from the list:*

- *Be courteous*
- *Check your spelling*
- *Include necessary details*
- *Never send an email when angry*
- *Acknowledge emails when received*
  - *All caps equals shouting*
  - *Respond to emails promptly*
- *Use formal address for new contacts*

*Automatic spell check and autocorrect are not always our friends.*





## **BOISE STATE UNIVERSITY**

---

### **ASSOCIATION OF OFFICE PROFESSIONALS**



A professional organization for persons employed at  
Boise State University in educational office support positions

### **PURPOSE**

The purpose of Boise State AOP is to assist its members in reaching a professional level of excellence, to promote positive attitudes, and to encourage further training in specific fields relevant to each member's responsibilities within the University.

### **CODE OF ETHICS**

As educational office professionals, we affirm our belief that an education is the birthright of every person and pledge ourselves to the preservation of that right. We recognize the special province of the professional educator and the significance of the responsibilities assumed by the educator. We also recognize the unique role of the educational office professional and the importance of the contributions made.

## BSUAOP Membership List

---

Traci Anderson	Valerie Hayes	Danya Lusk
Sue Antonich	Guen Johnson	Michelle Marler
Karen Baker	Shawnee Karpuleon	Juli McCoy
Gaynel Barzee	Donna Knaple (Amaru)—H	Sherepta McLeod
Leslie Black	Lesley Knight	Carol Nickel
Phyllis Carnahan—H	Robert Kustra—H	Sue Paseman
Anita Castello	Elaine Lambrou	Twyla Perkins
Connie Charlton—H	Anita Lasher	Lynelle Perry-Kolsky
Michelle Davis	Peggy Lindley	Mandi Pierce
Rene' Delaney		Pete Quijas
Shelly Doty	<div style="border: 2px solid green; padding: 10px;"> <p>Did you renew your membership when you registered for Professional Development Day?</p> <p>If not, fill out the membership form at <a href="http://orgs.boisestate.edu/bsuaop/membership">orgs.boisestate.edu/bsuaop/membership</a> .</p> </div>	Pam Robbins
Coleen Dudley		Lois Santillanes—H
Kelley Erickson		Jamie Sheppard
Rossitta Fleming		Emily Sommer
Jackie Fuller—H		Alicia (Li) Sperl
Angela Garcia	<b>H = Honorary Member</b>	Judy Wayne
Maudie Garretson—H		Janell Webster

## PSP ENDORSEMENTS

The PSP Program is endorsed by:

- \*The American Association of School Administrators
- \*The American Association for Public Continuing and Adult Education
- \*The Association of School Business Officials
- \*The National Association of Elementary School Principals
- \*The National Association of Secondary School Principals

The underlying concepts of the Program are endorsed by:

- \*The National Business Education Association
- \*The National School Boards Association

For questions contact the

PSP Chair:

Lois Santillanas,

409-1696,

lsanti@cableone.net



To find out even more check out the NAEOP website:

[http://  
www.naeop.org/2012-  
07-07-00-03-11/  
professional-standards-  
program.html](http://www.naeop.org/2012-07-07-00-03-11/professional-standards-program.html)

## Professional Standards Program

**The Professional Standards Program (PSP)** is a voluntary program established by the National Association of Education Office Professionals (NAEOP) to encourage education office professionals to grow professionally. The privilege of participation is open to active and retired members only.

**The program is** designed as a series of five levels in Option I and nine levels in Option II. The awarding of a certificate based on education, experience and professional activity recognizes each level of achievement in the program. The current highest-level certificate must be recertified five years from issue date or upgraded according to the guidelines to be considered current by NAEOP.

**A member who** holds the Advanced III, Option I, or Associate Degree or higher under Option II is qualified to apply for the distinction of Certified Education Office Employee (CEOE).

**The program is** governed by the Professional Standards Program governing body, referred to as the Governing Board. The PSP Committee makes recommendations to the Governing Board. The final decision is made by the NAEOP Board of Directors.

---

If interested in obtaining your PSP certificate, here is some useful information:

- \* Keep track of all training you receive either on or off campus ([Training Record Template](#))
- \* Get a copy of your unofficial transcript to verify your education credits
- \* Make copies of all certificates of training (make sure you get a certificate at each training you attend)
- \* Keep track of all your membership/volunteer work in BSUAOP, IAEOP, and NAEOP (10 points are needed for PSP applicants)

Membership = 1 point per year

Elected Officer = 2 points per year

Committee Chair = 2 points per year

Committee Member = 1 point per year

Workshop/Seminar leader or keynote speaker = 1 point per presentation

For complete requirements, request a PSP book from NAEOP, PO Box 12619, Wichita, KS, 67277-2619 or go to the [pspbook](#) from the Boise State AOP website.



# **Boise State University Association of Office Professionals**

## **2014-2015 Calendar**

August 26, 2014	Executive Board Meeting – Noon-1:00 pm
September 8, 2014	Installation - Noon-1:00 pm - Norco 408A
September 23, 2014	Executive Board Meeting – Noon-1:00 pm
October 14, 2014	Professional Development Day - 8:30am-4:30 pm
October 28, 2014	Executive Board Meeting – Noon-1:00 pm
November 14, 2014	Holiday Auction - 11:30 am - 1:00 pm
November 25, 2014	Executive Board Meeting – Noon-1:00 pm
December 11, 2014	Card Making Extraordinaire - 5:30-8:30 pm
December 16, 2014	Executive Board Meeting – Noon-1:00 pm
January 13, 2015	Tentative Date for Brown Bag Luncheon
January 27, 2015	Executive Board Meeting – Noon-1:00 pm
February 10, 2015	Tentative Date for Brown Bag Luncheon
February 24, 2015	Executive Board Meeting – Noon-1:00 pm
March 10, 2015	Tentative Date for Brown Bag Luncheon
March 13, 2015	Deadline for BSUAOP Award Nominations
March 20, 2015	Deadline for IAEOP Conference Scholarship*
March 24, 2015	Executive Board Meeting – Noon-1:00 pm
April 7, 2015	Tentative Date for Brown Bag Luncheon
April 24-25, 2015	IAEOP Conference – Riverside Hotel, Boise, ID
April 28, 2015	Executive Board Meeting – Noon-1:00 pm
May 5, 2015	Bosses Breakfast - 7:30-9:00 am
May 22, 2015	Deadline for NAEOP Conference Scholarship*
May 26, 2015	Executive Board Meeting – Noon-1:00 pm

\*Application deadline for discounted registration deadline.

All dates are subject to change. Details to be announced as they are known.

# Boise State University Association of Office Professionals

## 2014-2015 Calendar

July 2014						
Su	M	Tu	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August 2014						
Su	M	Tu	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

September 2014						
Su	M	Tu	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October 2014						
Su	M	Tu	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November 2014						
Su	M	Tu	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December 2014						
Su	M	Tu	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

January 2015						
Su	M	Tu	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

February 2015						
Su	M	Tu	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

March 2015						
Su	M	Tu	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April 2015						
Su	M	Tu	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May 2015						
Su	M	Tu	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June 2015						
Su	M	Tu	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				



Event Dates



Holiday/Boise State University Closed



Executive Board Meeting



Tentative Event Dates



Scholarship/Award Deadline

All dates are subject to change. Details to be announced as they are known.